ISO 24511:2007(en) Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the asses

Table of contents

Foreword
Introduction
0.1 Water issues: global context an
0.2 Water utilities: general objectiv
0.3 Objectives, content and implem
0.4 Wastewater services
1 Scope
2 Terms and definitions
3 Components of wastewater systems
3.1 General
3.2 Types of wastewater systems
3.3 Centralized/decentralized syste
3.4 On-site-systems
3.5 Disposal/reuse of residues
4 Objectives for the wastewater utility
4.1 General
4.2 Protection of public health
4.3 Meeting users' needs and expe
4.4 Provision of services under norr
4.5 Sustainability of the wastewate
4.6 Promotion of sustainable devel
4.7 Protection of the environment
5 Management components of a wast
5.1 General
5.2 Activities and process managen
5.3 Resources management
5.4 Asset management
5.5 Customer relations managemen
5.6 Information management
5.7 Environmental management
5.8 Risk management
6 Guidelines for the management of w
6.1 General

Figures
Tables

Available in: EN FR ES

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 24511 was prepared by Technical Committee ISO/TC 224, *Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators*.

ISO 24511 is one of a series of standards addressing water services. The full series consists of the following International Standards:

— ISO 24510, *Activities relating to drinking water and wastewater services — Guidelines for the assessment and for the improvement of the service to users*

— ISO 24511, *Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services*

— ISO 24512, *Activities relating to drinking water and wastewater services — Guidelines for the management of drinking water utilities and for the assessment of drinking water services*

Introduction

NOTE Words in bold are key terms which are defined in Clause 2.

0.1 Water issues: global context and policies framework

Water constitutes a worldwide challenge for the 21st century, both in terms of the **management** of available water resources and the provision of access to **drinking water** and sanitation for the world's population. In 2000, the United Nations (UN) recognized that